



# Back to the Future for IT Service Management

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# Back to the Future for ITSM

## HAS THE TIME COME TO GO BACK TO THE FUTURE FOR ITSM?

When the long-awaited update to ITIL® v3 was released in 2019, ITIL 4 turned out to have undergone some major changes. Leaving many wondering what to do with it. If anything. Three years later, it has become obvious that organizations seek the simplicity of the past ITIL releases. Hence the success of the FitSM standard. A lightweight shareware offering with a proven track record. Even for those already heavily vested in the ITIL framework. Has the time come to go back to the future for ITSM?

# Simplicity, not Complexity.

The success of ITIL is undeniable. However, let us look at what has been appealing to many. The answer is found in the operational part of the framework. For example, ITIL's second edition had 10+ publications. However, by far, the blue book (Service Support) and the red book (Service Design) were behind its success. Publications, covering mostly operational and tactical processes. The same can be said about the five publications of the ITIL v3 edition. Service Operation and Service Transition are the focal point for organizations.

What can we learn from this? For sure, organizations priorities still lie in increasing efficiencies and effectiveness of base foundational activities. With a shaky foundation, anything that relies on it will become questionable in the value promised. Whether it be Artificial Intelligence, Big Data, Internet of Things, or a straightforward integration between (cloud) services. Managing this foundation should be a no-brainer and should therefore be made easy. Therefore, the simplicity an ITSM framework or standard can offer is what organizations are looking for. Not when adding layers of complexity.

# Proactiveness, not Reactiveness

Many ITIL adoption initiatives got stuck in improving operational processes only. Tactical processes such as capacity management and availability management, never made it to the priority list. Not to mention processes such as portfolio management and demand management. As a result, the culture in the organization remained reactionary. Strategizing and planning has not become part of everyone's DNA. Consequently, a proactive culture is still absent.

A FitSM adoption, however, seeks to move from reactive to proactive much faster. When all the requirements of the operational processes are met, it is time to start complying with the requirements of the tactical and strategic processes. A cultural change from reactive to proactive has a much better chance to become a reality.

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No matter of which ITIL edition you have benefited the most, complement your ITSM efforts with the requirements of lightweight FitSM standard. It will tell you what you should be doing at the very least as a service provider. In essence, you are looking at 85 ITSM requirements, or 85 to-dos. Each requirement represents an ITSM best practice. Not even doing all of them, even after 10+ years of adopting ITIL, is a clear indicator of your organization being stuck. Unstuck your ITSM efforts and go back to the future of ITSM with the help of FitSM.